

# NGPBX

## Next Generation Cloud Telephony

### Introduction

Cloud Telephony delivers the most flexible and scalable telephone solution for any size business or organisation. Our telephony servers are already running in multiple Data Centres across the UK, enabling us to quickly create a robust and secure phone system that meets your exact needs.

Your telephone extensions can be Deskphones, Walkabouts, PC's with headsets, Mobiles/Tablets (with an App) or Native Mobiles (With a 123Telecom SIM).

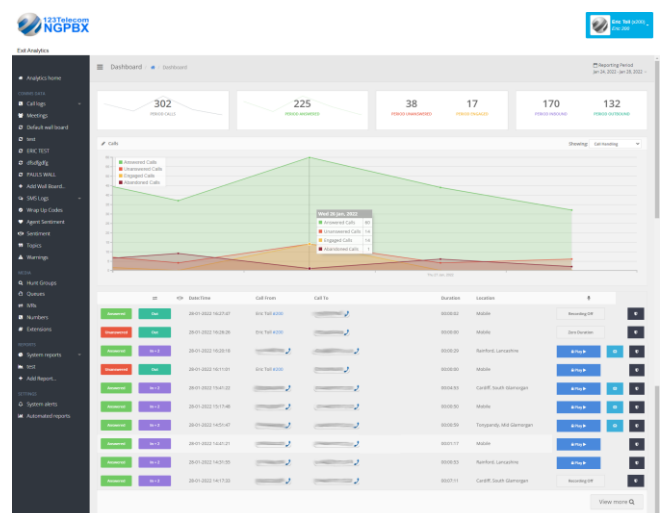
Cloud Telephony has been widely used for around 10 years, but NGPBX Next Generation Cloud Telephony is new for 2022. It has all the features of traditional Cloud Telephony systems, with a number of enhanced service differentials.



### Next Generation

#### Key Benefits, Features and Options of NGPBX:

- **“Calls and Extensions”** pricing model to reduce costs.
- **Standard Extension:** includes “Ring Groups”, “Call Queues”, “IVR Menus”, “Music-on-Hold”, “Busy Lamps” and “Softphone” licence & 50-Day Call Recording
- **Premium Extension:** adds 5-Year Call Recording, Advanced Analytics, Wall Boards, Reports and Call-Data export to MS Excel.
- **PCI DSS /MiFID II / 7 Year Recording:** This option adds Stop/Start recording, Encryption to the Handsets and 7 Years encrypted recording storage in UK data centres.
- **CRM Add-on:** Integration with over 100 CRM systems.
- **MEET Add-on:** Video Conference Rooms
- **TRANSCRIBE Add-on:** Includes “Voice-to-Text Transcribing”, text search of recordings, Audit Triggers for Vocabulary (including expletives), possible PCI compliance breach searching and Call Sentiment analysis.
- **Native Mobile SIM:** Your mobile becomes an extension on the phone system WITHOUT an App. Native mobiles can Transfer, Conference, Record and have Analytics.
- **Multi-Network Native SIM:** Tri-Network SIM that roams across the main networks: Vodafone, O2 & EE.



Advanced Analytics & Call Recordings Searching



## Calls and Extensions Pricing Model

### The traditional Cloud Telephony pricing model

Traditionally, Cloud Telephony allows every extension to be used simultaneously. Whilst this is a powerful solution, the recurring service costs can escalate if you have large numbers of extensions. For example, a school, college or hotel may need hundreds of extensions, but will never be using more than a few of them at any given instant.

### The NGPBX pricing model

The new NGPBX model allows you to significantly reduce costs by having more "Extensions" than "Calls". Furthermore, the model works for EVERY size company because when you add the cost of "One Extension" and "One Call" - it is identical to our Traditional Cloud Telephony service to ensure NGPBX pricing is win-win for every size of business.

## Native Mobile Extensions & Mobile PBX Systems

One of the key features which makes **NGPBX** unique is the ability to onboard your existing mobile phones as **Native Mobiles** by using 123Telecom Native Mobile SIMs, which are available as Single Network or Tri-Network.

The single network SIM uses Vodafone in the background, whilst the Tri-Network SIM uses Vodafone with O2 and EE as backup networks if there is no Vodafone signal in your current location.

Native Mobile SIMS can have mobile numbers (07) or landline number (01 or 02). You can port your numbers or 123Telecom can allocate new numbers (07, 01 or 02) for you.

Native Mobiles DO NOT NEED AN APP installed on the phone. They are just extensions on your NGPBX phone system, and dialling "201" on your mobile, for example, will dial whoever in your company is extension 201!

The full set of cloud telephony features then become available to your iPhone/Android mobile – Ring Groups, Transfers, Conferencing, Recording, Analytics, Music on Hold etc.

What you have achieved by deploying Native Mobiles SIMS is a fully featured phone system where your mobiles are extensions, just like desk phones. 123Telecom see this model as significant for large corporates with Hybrid working, especially in the finance industry sector.

By having a phone solution with multiple Native Mobile extensions, you have created one of the first fully featured Mobile PBX System in the UK!

Native mobile SIMS are more expensive than traditional mobile SIMS because they offer a level of integration and functionality that way beyond a standard SIM, but remember that the monthly mobile SIM contract includes a NGPBX premium extension licence.

Native Mobiles are the best way to ensure MiFID II compliance in the financial sector if staff use their mobiles for work calls.

Native mobiles are there to give you full control and audit of your company mobiles.

## Softphone Mobile App vs Native Mobiles

Loading our Softphones APP on your existing mobiles is the cheaper and easier way to integrated mobiles with the business phone system.

However, customers looking for Mobile Integration without Native Mobile SIMS will require our Softphone APP loaded on their phones, and the mobile will have two numbers: The Original Number (not on NGPBX) and The Softphone number.

As calls made to/from your Original mobile number are NOT on NGPBX, they are not recorded. This creates a significant possibility of a serious breach of MiFID II regulation if the user makes/receives the call without using the APP. Native mobiles take away this possible breach by ensuring all calls are recorded and logged for audit purposes.



## NGPBX Option: MEET Video Rooms

The MEET option allows users to create their own personal video rooms for video meetings. The Internet LINK (URL) to each meeting room does not change, so the address to go to for meetings in their room is always known and can simply be emailed to create a meeting announcement and invitation.

People looking to join a video meeting start in “The Lobby” and are allowed to enter the room by the meeting organiser.

Rooms can be locked once all participants have arrived.

People in the room can Raise their Hand (ICON), MUTE Audio, Stop Video and Share Entire PC Screen, Window or Chrome Tab.

There is also a text chat messaging facility between participants.

## NGPBX Option: CRM-Lite & CRM-Pro

The CRM Integration options allows users to link their CRM System or Database system to the NGPBX phone system.

The CRM-Lite option offers integration with Outlook, Outlook Web Access, Google Contacts, IBM/Lotus Notes.

The CRM-Pro option offers over 100 CRM integrations including, Hubspot, ZoHo, Salesforce, Dynamics, Sugar, ACT, Zendesk, Vtiger, Goldmine, Oracle, SAGE, PerfectView, Metier Call Connect GP (Patient Connect), Maximizer Maximizer LIVE, JobDiva, in2CRM, Envoy Envoy Taxi dispatch system, Estates IT Ltd PCHomes, Dezrez, Halo Service Solutions HaloITSM, Halo Service Desk and HaloPSA.

The main features are listed below, although these may vary based on the specific CRM being used.

**Caller Preview:** Displays the caller's name in the Preview or Phone window when a match against it is found in the integrated business application(s). In addition, the CRM's Notes field is displayed, where available.

**Contact Popping:** Click the business application's icon in the Phone or Preview window and the caller's contact record is opened directly in the integrated business application.

**Contact Searching:** Concurrently searches the integrated business applications and enables Contact Popping or Click to Dial from the results.

**Activity Logging:** Manually or automatically creates an activity record of a call received within the integrated business application and allows addition of notes.

**Click to Dial:** Makes it possible to dial directly from the business application via your PRIA Softphone.

## NGPBX Option: PCI DSS / MiFID II / 7 Year Call Recording

Whilst Premium Extensions have five year call recordings, those in the Financial Services sector will usually need the PCI DSS / MiFID II / 7 Year option to help meet their compliance obligations.

Whilst all our recordings are encrypted, this option adds encryption on the transport layer between your handset and the NGPBX Cloud Telephony Servers.

You also get additional Stop/Start recording features for desk phones and PC Softphones extensions.

All recordings are stored encrypted to the necessary standard and are held in UK based data centres.



## NGPBX Option: E-C-C / Enhanced Call Centre

Specific extensions can be upgraded to E-C-C status, which permits the agents to add notes and rate the call they have just taken.

The ratings allow the agent to document the “Sentiment” of how the call went (in their opinion).

This is different to the automatic sentiment ratings added by NGPBX if you have the Transcribe option live.

The ratings allow the agent to add “Wrap-Up” codes to define the type of call to help with follow-up actions if required.

The advanced analytics/reporting system can allow you to search for calls by Sentiment, Wrap-Up code and Agent Notes.

## NGPBX Option: TRANSCRIBE

The Transcribe option adds a powerful dynamic to call recording, but it can only be added to Premium Extensions with call recording enabled.

Transcribe provided a post-call analysis of the call being recorded, which is normally available within 3-7 minutes of the end of the call.

Transcribe can flag possible PCI compliance breaches if it hears words that may be related to bank accounts or credit card details.

Transcribe can flag recordings which may have included profanities from either the agent or the caller.

Transcribe can flag recordings which include “Event” words, a list which can be defined by the System supervisor.

Transcribe makes a best endeavour to rate the sentiment of the call.

Transcribe makes a best endeavour to convert the voice to a Text Conversation chain, which can be viewed and searched.

Calls that have possible PCI breaches, profanity or Event flags are NOT available for general retrieval until an Audit supervisor has listened to the call and released it.

## NGPBX Option: DUAL SEAT / TRI SEAT

As standard, each extension is connected to one device such as a desk phone or softphone.

The Dual-Seat / Tri-Seat option allows multiple devices to be connected to the same extension at the same time.



## NGPBX Licence Features & Options

|   | Standard Extension Licence | Premium Extension Licence | Standard Call Licence | Premium Call Licence |
|---|----------------------------|---------------------------|-----------------------|----------------------|
| Shared Simultaneous Calls   |                            |                           | 1                     | 1                    |
| Shared UK Calls Minutes   |                            |                           | 2000                  | UNLIMITED            |
| Daytime & After Hours Greetings   |                            |                           | YES                   | YES                  |
| IVR Menu System   |                            |                           | Single Level          | Unlimited Level      |
| UK Number Ranges  |                            |                           | 01,02,03,07,08        | 01,02,03,07,08       |
| International Number Ranges   |                            |                           | -                     | YES (4Q22)           |
| Multi-Company Inbound Numbers   |                            |                           | -                     | YES                  |
| Outbound CLI Select (for multi company)   |                            |                           | -                     | YES                  |
| Flexible Extension Numbering  | YES                        | YES                       |                       |                      |
| Direct Dial Numbers (DDI) (Free of charge)  | If Required                | If Required               |                       |                      |
| Voice Mail (with optional message forward to email)   | YES                        | YES                       |                       |                      |
| Music On Hold   | YES                        | YES                       |                       |                      |
| Ring Groups & Call Pick-Up  | YES                        | YES                       |                       |                      |
| Call Waiting  | YES                        | YES                       |                       |                      |
| Advanced Call Queuing   | YES                        | YES                       |                       |                      |
| Internal & External Call Transfer   | YES                        | YES                       |                       |                      |
| Announced and Blind Call Transfer   | YES                        | YES                       |                       |                      |
| Time of Day Call Routing  | YES                        | YES                       |                       |                      |
| Call Park, Hold & Pickup  | YES                        | YES                       |                       |                      |
| Busy Lamps  | YES                        | YES                       |                       |                      |
| Diverts: Always, Busy, No Answer  | YES                        | YES                       |                       |                      |
| Company Address Book  | YES                        | YES                       |                       |                      |
| Do Not Disturb  | YES                        | YES                       |                       |                      |
| PC Softphone Licence  | YES                        | YES                       |                       |                      |
| Mobile Softphone Licence  | YES                        | YES                       |                       |                      |
| Multiple Devices on Extension   | NO                         | YES                       |                       |                      |
| Audio Conference Calls  | YES                        | YES                       |                       |                      |
| MEET Video Conference Rooms   | OPTIONAL                   | OPTIONAL                  |                       |                      |
| CRM Integration (Outlook, Hubspot, ZoHo, Salesforce, Dynamics, Sugar, ACT, Pipedrive and over 100 other products) | OPTIONAL                   | OPTIONAL                  |                       |                      |
| Call Recording  | -                          | 5 Years                   |                       |                      |
| PCI DSS/MiFID II/7 Year Call Recording. Stop/Start & Additional Encryption.                                       | -                          | OPTIONAL                  |                       |                      |
| Fully linked inbound Call History after IVR Choices & call transfers.   | -                          | YES                       |                       |                      |
| Advanced Analytics  | -                          | YES                       |                       |                      |
| Call-Centre Analytics   | -                          | YES                       |                       |                      |
| Advanced Call Search Filters  | -                          | YES                       |                       |                      |
| Automated Daily Reports   | -                          | YES                       |                       |                      |
| Call Data Export to MS Excel  | -                          | YES                       |                       |                      |
| Standard Wall Board Display   | -                          | YES                       |                       |                      |
| Custom Wall Board Displays  | -                          | With E-C-C                |                       |                      |
| Agent call Wrap-Up Code logging & reports   | -                          | With E-C-C                |                       |                      |
| Agent call Sentiment logging & reports  | -                          | With E-C-C                |                       |                      |
| TRANSCRIBE Call Recordings Speech-To-Text & Text Search   | -                          | OPTIONAL                  |                       |                      |
| Automatic Call Sentiment Analysis   | -                          | With TRANSCRIBE           |                       |                      |
| Possible PCI Breach Detection   | -                          | With TRANSCRIBE           |                       |                      |
| Possible Expletives Detection   | -                          | With TRANSCRIBE           |                       |                      |
| Breach Call Search  | -                          | With TRANSCRIBE           |                       |                      |
| Audit Supervisor Listen & Release   | -                          | With TRANSCRIBE           |                       |                      |

## Contact Us

123Telecom Limited, 25 BSC Centre,  
Telephone: 03300 949 123

Hood Road, Innovation Quarter,  
Website: www.123telecom.co.uk

Barry, Vale of Glamorgan, CF62 5QN  
Email: team@123telecom.co.uk

